



Office of the City Manager

CONSENT CALENDAR
July 11, 2017

To: Honorable Mayor and Members of the City Council

From: Dee Williams-Ridley, City Manager

Submitted by: Sarah Reynoso, Director of Human Resources

Subject: Classification and Salary: Homeless Services Coordinator

RECOMMENDATION

Adopt a Resolution amending Resolution No. 67,484-N.S. Classification and Salary Resolution for Public Employees Union - Local One, to establish the classification of Homeless Services Coordinator with a monthly salary range of \$8,200 - \$9,915 effective July 11, 2017.

FISCAL IMPACTS OF RECOMMENDATION

The estimated total cost (salary and benefits) of this proposal for FY 2018 is approximately \$202,992. This is a new position requested by City Council to coordinate the City's response to homelessness. Council approved the creation of and funding for the position. This position is budgeted at the Community Services Specialist III level, in the Homeless Support Unit of the Housing and Community Services Division. The City Manager's Office will fund the total cost of this position from budget codes 010-7906-463-1101 (90%) and 010-7901-463-1101 (10%).

CURRENT SITUATION AND ITS EFFECTS

The Director of Health, Housing, and Community Services has requested that the City establish a new classification of Homeless Services Coordinator in the Homeless Support Unit within the Housing and Community Services Division of the Health, Housing, and Community Services Department (HHCS).

The most recent data the City has on homelessness in Berkeley comes from the 2017 point-in-time count which took place in January. There were an estimated 972 people homeless in Berkeley, a 17% increase over the previous point-in-time count from 2015.

The City of Berkeley currently directs approximately \$17.6 million dollars in federal, state, and local funds into a comprehensive constellation of services to help homeless people lead better lives. This includes providing direct services, such as: transitional and permanent housing, shelter, meals, mental health care; and indirect services, such as: parks clean-up and 311 calls. These programs are operated by or in partnership with City staff, nonprofit organizations, faith institutions, businesses, and individuals.

Despite the coordinated efforts and funds invested in reducing homelessness and helping those experiencing homelessness, there continue to be a significant number of people living on the streets of Berkeley.

In 2015 and 2016, the City Council made multiple recommendations regarding homelessness, including the following: exploring the possible establishment of a navigation center for homeless residents; creating a City plan for emergency shelter during the winter season; and researching grants and other opportunities as possible funding sources for the City's Homeless Services. The Mayor has made these initiatives priorities for HHCS in 2017.

In FY 2017 the City allocated \$3.8 million dollars to address homelessness, with allocations as follows: Emergency Interventions (\$1.2 million); Permanent Housing Supports (\$1.9 million); and Other Services (over \$762,000).

Previously, City dollars were overwhelmingly invested in emergency services that were not well coordinated and were not targeted to getting unsheltered people off the streets of Berkeley and into permanent housing. While the current Manager of Housing and Community Services has served as an integral part in refocusing services, the position provides oversight to three (3) Units in addition to the Homeless Support Unit including; Community Services, Employment Programs, and Housing Development and Rehabilitation and does not possess the time necessary to adequately direct the day-to-day operations associated with Homeless Support. HHCS' ongoing efforts to meet goals established by Council, maintain and improve existing services, build mutually beneficial partnerships, and identify and develop new services consistent with best practices to address homelessness require a dedicated position staffed by an individual who possesses specialized skills and knowledge in this unique and challenging area.

The Homeless Services Coordinator will function as the City's subject matter expert on homelessness by providing guidance on homeless issues and overseeing the City's efforts to address and end homelessness. This single position classification is responsible for developing and coordinating homeless services both independently and in partnership with other agencies; organizing and participating in public outreach, education and advocacy efforts; overseeing funding efforts and prioritization of homeless services. The Homeless Services Coordinator directly oversees the Homeless Support unit consisting of 4.0 (four) FTE and reports to the Manager of Housing and Community Services.

BACKGROUND

The Personnel Board discussed the proposal at its June 5, 2017 meeting and voted (Yes: Bartlow, Howard, Hunt, Kidd, Lacey, Murray, Popper, Wenk; Absent: Dixon) to recommend the following to the City Council:

1. Establish the classification of Homeless Services Coordinator, exempt from the overtime provisions of the Fair Labor Standards Act (FLSA) and eligible for

Administrative Leave, in Representation Unit P1 (Professional) with a 5-step monthly salary range of \$8,200 - \$8,593 - \$9,015 - \$9,458 - \$9,915.

ENVIRONMENTAL SUSTAINABILITY

There are no identifiable environmental effects or opportunities associated with the subject of this report.

RATIONALE FOR RECOMMENDATION

It has been the policy of the City to create the necessary classification and salary schedule to accommodate new duties and responsibilities, reflect programmatic changes, maintain competitive salaries and, when applicable, comply with regulatory requirements.

ALTERNATIVE ACTIONS CONSIDERED

None

CONTACT PERSON

Rebecca Chen, Senior Human Resources Analyst, (510) 981-6822

Attachments:

1. Class Specification – Homeless Services Coordinator
2. Resolution
Exhibit A: Salary Schedule



CITY OF BERKELEY
Established Date: July 2017

Homeless Services Coordinator

Class Code: 28980

DEFINITION

Under general direction, provides management, strategic planning, and administrative oversight of the development and implementation of homeless services, and ensures that programs and resources across all departments are aligned with the City's goals to address and end homelessness; and performs related duties as assigned.

CLASS CHARACTERISTICS

This single position classification is responsible for developing and coordinating homeless services in areas such as prevention, early intervention, emergency, and other support services designed to permanently house the homeless; developing and implementing new strategies in collaboration with other agencies; organizing and participating in public outreach, education and advocacy efforts; performing research, evaluating programs, and reporting findings; overseeing the budget and funding efforts related to homeless services; and supervising assigned staff. This class is distinguished from the Manager of Housing and Community Services in that the latter has overall management responsibility of the Housing and Community Services Division within the Health, Housing and Community Services Department.

EXAMPLES OF DUTIES

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification, or is similar or closely related to another duty statement.

1. Provides guidance on homeless issues and oversight of the City's efforts to address and end homelessness;
2. Develops and oversees program goals and objectives;
3. Develops, coordinates, and evaluates City operated or contracted programs to address homelessness including initial planning, feasibility studies, community involvement, project design and implementation strategies, project approval and evaluation using program and population data to make sound recommendations, including alternative courses of action, such as project restructuring;

4. Collaborates with other local businesses, non-profits, and community groups in the coordination and delivery of services to the homeless;
5. Coordinates City policies and activities with local, regional, state, and federal homeless programs;
6. Serves as a City liaison on homeless issues to civic groups, community, and philanthropic organizations and individuals;
7. Establishes, maintains, and enhances cooperative relationships with City departments, local service providers, and the homeless community;
8. Assigns, directs, and evaluates professional, technical, and support staff including the Shelter Care Plus team;
9. Conducts and participates in public outreach and educational programs;
10. Prepares and monitors project and program budgets and expenditures;
11. Researches and develops grant proposals; seeks out other funding sources for City homeless programs; and determines funding priorities;
12. Provides oral and written reports to various departments, City Council, commissions, and other community groups on City's homeless issues;
13. Serves as secretary to the Homeless Commission;
14. Represents the City on homelessness issues at regional meetings related to homeless policy; and
15. Performs other duties as assigned.

KNOWLEDGE AND ABILITIES

Note: The level and scope of the knowledges and skills listed below are related to job duties as defined under Class Characteristics.

Knowledge of:

1. Basic knowledge of service provision to the homeless; working knowledge of social, economic, and political issues relevant to low income communities; and trends in the field of homeless and social services;
2. Current Federal, State and local laws, regulatory codes, ordinances, procedures relevant to social services programs, such as those designed to improve/provide housing, education, employment, or socio-economic status;

3. Principles and practices of performing needs assessments; program development, implementation, management and evaluation;
4. Conflict resolution and problem solving techniques;
5. Community outreach, advocacy and public education;
6. Principles and practices of staff management, supervision and training;
7. Principles and practices of contract administration and evaluation and public agency budget development and administration;
8. Resources and requirements to acquire private and governmental funding; and
9. Basic business controls, business ethics, basic arithmetic and data review and reconciliation techniques.

Ability to:

1. Assess community needs and evaluate programs using outcome data to determine effectiveness of program components and recommend program modifications as necessary;
2. Establish and coordinate program services, policies, and procedures to ensure compliance with data quality requirements and conformity with federal, state, and local regulations, and best practices;
3. Exercise sound judgement and political astuteness in complex situations;
4. Develop creative and effective solutions to challenging problems and issues;
5. Coordinate activities across multiple City departments and other agencies;
6. Establish and maintain effective working relationships with diverse agencies, service providers, community groups, and members;
7. Select, train, supervise, develop, evaluate, and motivate staff;
8. Coordinate and oversee programmatic budgeting, and/or fiscal reporting activities;
9. Prepare and deliver clear and concise oral and written reports, policies, procedures, and other written materials;
10. Proficiently use work-related computer applications such as Microsoft Windows,

Word, Excel, Outlook, database management, and internet communications;

11. Establish, organize, and maintain complex record keeping systems; and

12. Prioritize work, and coordinate several simultaneous activities.

MINIMUM QUALIFICATIONS

A TYPICAL WAY OF GAINING THE KNOWLEDGE AND SKILLS OUTLINED ABOVE IS:

Possession of a bachelor’s degree from an accredited college or university in Social Sciences, Public Health, Public Administration, or a related field; and four (4) years of progressively responsible experience in the development, delivery, monitoring, or evaluation of community programs which must include at least two (2) years of experience working with the homeless and at least two (2) years supervision, leadership, or management of complex programs/projects.

Progressively responsible related experience may be substituted for the educational requirement on a year-for-year basis, for up to two (2) years.

Master’s degree in Social Sciences, Public Health, Public Administration, or a related field may be substituted for up to one (1) year of work experience.

OTHER REQUIREMENTS:

Must be able to travel to various locations within and outside the City of Berkeley to meet the program needs and to fulfill the job responsibilities. When driving on City business, the incumbent is required to maintain a valid California driver's license as well as a satisfactory driving record. Will be required to work some evenings and weekends.

CLASSIFICATION HISTORY:

Homeless Services Coordinator	
Classification Code	28980
Classification Established	7/2017
FLSA Status	Exempt
Administrative Leave/Overtime	Admin Leave
Representation Unit	P1
Probationary Period	One Year
Workers’ Compensation Code	8810

RESOLUTION NO. ##,###-N.S.

CLASSIFICATION: HOMELESS SERVICES COORDINATOR

WHEREAS, the Human Resources Department maintains the Classification and Compensation plan for the City of Berkeley; and

WHEREAS, the Director of Health, Housing and Community Services had requested the Human Resources Department establish the Homeless Services Coordinator classification; and

WHEREAS, Department of Health, Housing and Community Services and Human Resources Department have completed a classification review; and

WHEREAS, the Personnel Board recommended on June 5, 2017 to establish the classification of Homeless Services Coordinator exempt from the overtime provisions of the Fair Labor Standards Act (FLSA) and eligible for Administrative Leave, in Representation Unit P1 (Professional) with a 5-step monthly salary range of \$8,200 - \$8,593 - \$9,015 - \$9,458 - \$9,915 effective July 11, 2017.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that Resolution No. 67,484-N.S., Classification and Salary Resolution for Public Employees Union - Local One is amended to establish the classification of Homeless Services Coordinator with a salary range as shown in Exhibit A, effective July 11, 2017.

Exhibit A

Salary Schedule									
Class Code	Unit	Class	FLSA	STEP A	STEP B	STEP C	STEP D	STEP E	EFFECTIVE DATE
28980	P	Homeless Services Coordinator	E	\$8,200	\$8,593	\$9,015	\$9,458	\$9,915	7/11/2017

